

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE

Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)

1. TYPE OF SUBMISSION:

Application ☒ Non-Construction

2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS):

08/03/16

3. DATE RECEIVED BY STATE:

STATE APPLICATION IDENTIFIER:

2b. APPLICATION ID:

16SR187341

4. DATE RECEIVED BY FEDERAL AGENCY:

08/03/16

FEDERAL IDENTIFIER:

15SRWTX002

5. APPLICATION INFORMATION

LEGAL NAME: Chisholm Trail RSVP

DUNS NUMBER: 784693541

ADDRESS (give street address, city, state, zip code and county):

4208 N Interstate 35

D-5

Denton TX 76207 - 3441

County:

NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes):

NAME: Diana M. Corona

TELEPHONE NUMBER: (940) 383-1508

FAX NUMBER: (940) 387-0862

INTERNET E-MAIL ADDRESS: dmc corona@rsvpserves.org

6. EMPLOYER IDENTIFICATION NUMBER (EIN):

751959671

7. TYPE OF APPLICANT:

7a. Non-Profit

7b. Self-Incorporated Senior Corps Project

8. TYPE OF APPLICATION (Check appropriate box).

☐ NEW

☐ NEW/PREVIOUS GRANTEE

☐ CONTINUATION

☒ AMENDMENT

If Amendment, enter appropriate letter(s) in box(es):

A. AUGMENTATION

B. BUDGET REVISION

C. NO COST EXTENSION D. OTHER (specify below):

One-time augmentation of \$3500

9. NAME OF FEDERAL AGENCY:

Corporation for National and Community Service

10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002

10b. TITLE: Retired and Senior Volunteer Program

11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:

Chisholm Trail RSVP

11.b. CNCS PROGRAM INITIATIVE (IF ANY):

12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc):

Texas, Denton County including: Argyle, Aubrey, Bartonville, Carrollton, Copper Canyon, Corinth, Denton, Highland Village, Little Elm, Flower Mound, Lewisville, Kr

13. PROPOSED PROJECT: START DATE: 04/01/15 END DATE: 03/31/18

14. CONGRESSIONAL DISTRICT OF: a.Applicant ☒ TX 26 b.Program ☒ TX 26

15. ESTIMATED FUNDING: Year #:

a. FEDERAL \$ 52,063.00

b. APPLICANT \$ 94,064.00

c. STATE \$ 20,644.00

d. LOCAL \$ 47,300.00

e. OTHER \$ 26,120.00

f. PROGRAM INCOME \$ 0.00

g. TOTAL \$ 146,127.00

16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?

☐ YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:

DATE:

☒ NO. PROGRAM IS NOT COVERED BY E.O. 12372

17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?

☐ YES if "Yes," attach an explanation. ☒ NO

18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.

a. TYPED NAME OF AUTHORIZED REPRESENTATIVE:

Suzanna Koziol

b. TITLE:

c. TELEPHONE NUMBER:

(940) 230-6993

d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:

e. DATE SIGNED:

01/15/16

Narratives

Executive Summary

Name of Legal Applicant: Chisholm Trail RSVP, Inc. dba RSVP: Serving Denton County

Mission Statement: The Retired and Senior Volunteer Program (RSVP) identifies and addresses issues impacting communities of Denton County and through volunteer service enhances the lives of older adult volunteers as well as those they serve.

RSVP: Serving Denton County (referred to as RSVP hereafter) has successfully provided services in the form of volunteer recruitment, placement, and management to non-profit and governmental agencies since 1973. It became a self-incorporated project in 1984. In addition, in 2013, it became an AmeriCorps VISTA (Volunteers in Service to America) Intermediary Project.

In order to service the county effectively and transition volunteers into the focus areas, RSVP brought in all staff at the main office in Denton (northern part of the county.) The branch office in the southern part of the county in Lewisville was closed May, 2014.

Since 1994, in order to capture and expand funding streams, RSVP bundled a great number of volunteers into signature projects created based on identified community needs. Those RSVP signature projects are as follows:

SHIPP-Seniors for Health, Immunization Prevention Program, Rockin' Readers, VITA-Earned Income Tax Credit Preparation and Tax Aide, Senior Medicare Patrol and West Nile Virus Education Task Force.

An estimated 585 RSVP volunteers will serve as volunteers in Denton County. Some of their activities will include: 1) imparting information to new parents on the importance of timely immunization as well as influenza and pertussis information across the life span, 2) delivering meals to home bound elderly and disabled individuals, 3) assisting with tax preparation for low-income families, 4) serving meals to the homeless at soup kitchens as well as distributing food at food banks, 5) reading to public school children in kindergarten and first grade, 6) serving as guides and educators at the Elm Fork Environmental Center and assisting with disaster or bio-terrorism response through the Medical Reserve Corps.

The primary focus area of this project is Healthy Futures: H10 -- Food Distribution, H8 - Number of Individuals receiving independent living services, H9 -- Number of individuals with disabilities having increased social support, H4 -- Number of clients participating in health education programs, and H11- Number of individuals getting support, education and/or referrals for hunger

Narratives

By the conclusion of the three year grant, RSVP will plan to recruit and place 274 volunteers in this Primary Focus Area which settles on 47% of the total unduplicated count for the project. They will be placed at 37 stations. Of those 274, 76 RSVP volunteers will deliver meals and provide personal contact to 230 home bound clients through Meals on Wheels Programs (Selected for Outcome). The CNCS Independent Living Survey will be utilized to measure increased social support with a target of 170 clients.

The CNCS federal investment of \$48,563 will be supplemented by \$92,998 which includes required match and excess resources. The \$20,813 in match support is broken down: Texas Dept. of Aging and Disabilities 20,644 and Town of Flower Mound 164.

Strengthening Communities

****Describe Community/Demonstrate Need Primary Focus Exists/How Activities Lead to Performance Measures**

According to the Denton Record Chronicle, Denton County is one of 30 fastest growing counties in the country. It is host to 2 major universities, Texas Woman's University (student population-15,168) and University of North Texas (student population-37,950) as well as a fast growing community college, North Central Texas Community College (student population-8,107). Denton County, Texas encompasses 957 square miles and is comprised of 11 school districts, over 20 incorporated cities or towns as well as substantial unincorporated areas. The population for Denton County is 728,799 (2013 estimate) according to the North Central Texas Council of Governments information. The city of Denton (113,383 2010 Census) is the county seat as well as the largest city in the county and is located in a metropolitan triangle formed by Dallas 38 miles to the southeast and Fort Worth 38 miles to the southwest. It does not consider itself a metropolitan suburb of the larger cities to the south.

The Office of Management and Budget (OMB) designates counties as metropolitan, micropolitan or neither. A metro area contains a core urban area of 50,000 or more population and a micro area contains an urban core of at least 10,000 but less than 50,000 in population. All counties that do not fall within the Metropolitan Statistical Area are considered rural. With this definition in mind, Denton County, TX is considered metropolitan.

The U. S. Census Bureau defines two types of urban areas. An Urbanized Area has a population of over 50,000 and an Urban Cluster has a population of at least 2,500 and less than 50,000. The census does not actually define rural. "Rural" includes all population not included within an urban

Narratives

area.

Although the OMB considers Denton County to be metropolitan, there are many communities that are considered rural or urban clusters according to the US Census Bureau. RSVP has many volunteers in many towns and cities throughout the county. In the southern and eastern parts of the county the population is mostly urban, but in the northern and western areas the population would be considered an urban cluster or rural.

Cities where RSVP volunteers live and work in Denton County that are considered urban with populations over 50,000 are Denton, Flower Mound, and Lewisville. Towns and Cities considered urban clusters with populations between 2,500 and 50,000 include Argyle, Aubrey, Corinth, Double Oak, Hickory Creek, Highland Village, Justin, Krum, Lake Dallas, Lantana, Little Elm, Oak Point, Pilot Point, Sanger, Shady Shores and The Colony.

Rural communities with populations below 2,500 include Bartonville, Copper Canyon, Cross Roads, Krugerville, Lakewood Village and Ponder.

Dramatic growth among both the general and elderly populations is reshaping communities in North Central Texas. The elderly population is expected to double within the next two decades. At this time, the extraordinary 872.8% growth from 2000 -- 2040 of Denton County's population (Texas Dept. of Aging Policy and Information, Texas Demographics: Older Adults in Texas April, 2003) serves as a reminder of the tremendous resource and pool of potential volunteers readily available and yet to come.

The anticipated jump in the general population will bring about an increased need for social services. This need will in turn impact non-profits and social services across our communities. RSVP with its growing volunteer base is a natural resource for supporting those agencies which will be taxed to provide services.

The Primary Focus Area being addressed will be Healthy Futures. Senior hunger has steadily increased nationwide and continues to be a growing concern in Texas and in Denton County. Texas ranks as the fourth state with the highest rates of hunger risks among seniors, with more than 18 percent of seniors facing the threat of hunger. Food insecurity among seniors is projected to increase by 50% when the youngest of the Baby Boom Generation reaches age 60 in 2025.

A meal delivered by the volunteers is often what allows home bound seniors to remain independent and living in their own homes, a far better solution for most seniors than institutional care. According to the National Survey of Older Americans Act Program

Narratives

Participants conducted for the U.S. Administrative on Aging: 85% of clients say Meals on Wheels helps them eat healthier, 91% say Meals on Wheels helps them feel more secure, and 93% say Meals on Wheels means they can continue to live in their own home.

As people age, contact with friends and family may diminish and isolation and loneliness can occur. Volunteers who deliver meals to home bound seniors not only provide important nourishment, but also provide a source of social engagement when the meal is delivered. A survey conducted through the Area Agency on Aging of North Texas Meals on Wheels showed that 94% of clients surveyed reported feeling more secure knowing that someone would be checking on their well-being on a regular basis. RSVP volunteers will also be placed to deliver meals and assist clients with feeling secure and nourished. These RSVP volunteers will be utilized to deliver and collect surveys to clients to gauge outcomes. The brief questionnaire will be accompanied by a personal care items gift as incentive and appreciation for completing the survey. The RSVP volunteers will also be recognized for their assistance by including their name in a drawing for prizes. Conducting the survey has been approved by the RSVP Station representatives. The design of the survey will be initiated by RSVP staff members and then reviewed by the RSVP station representatives as well as key University stakeholders for clarity, validity and reliability. It will be designed to survey volunteers and those clients receiving meals as to their knowledge in feeling more food secure.

In alignment with H8 and H9 Healthy Futures /Aging in Place, 76 RSVP volunteers will deliver meals to home bound seniors and individuals with disabilities. Two hundred and thirty clients will be served through 10 stations. The anticipated outcome is: Number of individuals with disabilities having increased social support. Our target is 170 unduplicated clients. Because of our tenured relationship with both the Denton County Meals on Wheels and SPAN (Services Program for Aging Needs)-Meals on Wheels, the task of conducting the survey and collecting important data from the clients will be far easier and allow RSVP to gather appropriate outcomes in this selected measure.

Moving forward to the next work plan within the Healthy Futures arena is H10- Obesity and Food. RSVP will recruit 121 volunteers to assist with stocking and distributing food at 8 sites facilitating soup kitchens, pantries and food banks. In the United States, more than one out of five children lives in a household with food insecurity, unable to determine where their next meal will come from. A new study conducted by hunger-relief charity Feeding America found that 38 percent of food-insecure Texans were above the poverty line and therefore ineligible for federal nutrition programs like SNAP (Supplemental Nutrition Assistance Program). In 2012, 98,560 people were food insecure in Denton County, 32,820 of who were children. This means that one in seven Denton county residents are

Narratives

struggling with hunger, and more than half of those do not qualify for government assistance. Denton County residents were found to have the highest rate of food insecurity of the counties served by the Tarrant Area Food Bank, with 15.2 percent total food insecurity (Mapping the Meal Gap, 2012). Unfortunately, 61 percent of food insecure residents do not qualify for SNAP (food stamps) or free and reduced cost school meals. Food pantries throughout Denton County provide staple food items for families living in poverty and struggling with food insecurity. In addition, soup kitchens feed our homeless population the meals they critically need. RSVP volunteers help sustain the daily operations of food banks and soup kitchens to serve the low income and food insecure residents of Denton County. RSVP volunteers are uniquely qualified to help meet the food insecurity needs in Denton County for several reasons. First, most of them remember the Great Depression and the Rationing that took place. Second, they are part of a generation where neighbors helped neighbors and the community worked together to solve needs. RSVP will assist 27,000 clients. RSVP will work closely with station representatives to gather actual numbers of clients being served by volunteers. As a side note, RSVP was recently invited to join the homeless coalition. This county-wide coalition brings all service providers to the table to address critical client needs and often collaborate on grants and projects such as annual homeless counts.

RSVP has been a mainstay and great resource for many local organizations when it comes to delivery of health related information and health education. As early as 1994, RSVP launched its Seniors for Childhood Immunization Program (SCI). The mission of this program was imparting information on the importance of timely immunization to new parents bedside in the four county hospitals. At that time, Texas was ranked 49th in the country with having children under the age of 2 fully immunized. Most recently, due to funding issues, the program was cut from the Texas Department of Health and Human Services. In response to this program change, RSVP shifted service delivery to across the life span and was awarded 2 grants (Blue Cross Blue Shield -\$25,000 and Flow Health Care Foundation-\$15,000) resulting in the development of SHIPP (Seniors for Health, Immunization Prevention Program), an enhancement of the old signature program. This program serves as an example of RSVP impacting Denton County residents when it comes to Healthy Futures-Access to Care. According to Healthy People 2020, vaccine-preventable diseases remain a concern. Healthy People 2020 states that, "Despite progress, approximately 42,000 adults and 300 children in the United States die each year from vaccine-preventable diseases." Distributing

Narratives

timely and accurate information on immunization and prevention methods and resources is a priority in Denton County. Maintaining high levels of compliance with immunization across the lifespan is essential to preventing future disease outbreaks.

In Denton County, pertussis and influenza have had a fatal resurgence in recent years.

Pertussis and influenza are highly contagious infectious diseases that are easily passed between family members and those in close quarters. Pertussis immunization is complete when a child receives a series of five shots by early adolescence. However, compliance with the fifth booster shot is only 71.9% in Texas (Texas Department of State Health Services, 2011). Parents and grandparents of newborn children should also receive booster shots, to prevent potentially fatal pertussis infection. Influenza vaccination compliance remains low in Denton County with only 80% having a yearly flu shot. The last influenza season was especially deadly in Denton County, with three deaths reported by January 2014. Chief epidemiologist, Juan Rodriguez, asserted that everyone should have the influenza shot because the particular influenza strain impacted healthy adults (Denton County Health Department, 2014).

RSVP volunteers are responsible for distributing immunization, prevention, and resource information.

RSVP volunteers bring a unique perspective to their positions in the community.

They remember a time when diseases like polio, measles, and mumps were common and not preventable by vaccine. These once common diseases were highly contagious and, sometimes, fatal. RSVP volunteers are able to share their life experiences through their service in this area. RSVP will mobilize 52 volunteers to serve at 17 stations for this work plan. They will impact 10,000 clients through information distribution.

The final work plan in the focus area of Healthy Futures is H11-Providing Services. There are 25 volunteers plugged into this area. They will serve at 2 stations: InterFaith Ministries and American Legion Senior Outreach Center. The 2013 federal poverty line for a family of four is \$23,550. The percentage of persons below the poverty level for Denton County is 8.5. Since 2000 the rate has increased by 88% in Denton County (2012 Beyond ABC Report). Sometimes, it is difficult for families to make ends meet. Unforeseen expenses, such as an illness or a car breaking down, can be a financial emergency and cause distress. Even routine financial expenses, such as back-to-school and holidays, can throw a family's financial budget into a tailspin. RSVP volunteers serve at sites that help

Narratives

individuals and families struggling financially to be able to afford their basic needs such as food and rent assistance. Further, volunteers conduct outreach and assist with the enrollment of new participants in the congregate nutrition program and health care clinics, as well host the annual Thanksgiving Community Dinner at the Martin Luther King Jr. Recreation Center which serves a full Thanksgiving meal to the community poor and elderly. Vendors providing health Screenings are also onsite at the event.

All together 274 volunteers or 47% of the 585 budgeted volunteers will be placed in the Healthy Futures Focus Area.

****Activity in Service to Veterans/Military Families**

In regards to working with military families, RSVP has always had great interest in collaborating with armed services programs and coalitions. The Executive Director was raised in the military culture and relates easily to the personal hardships of military families. In Mid-July 2013, a \$12 million, 37,000-square-foot facility became the new U.S. Army Reserve Center in Denton, Texas. Army reserves will train at the facility prior to deployment and after troops return home they will utilize services at the center to transfer back to civilian life. First Sgt. Carol Dosia was quoted as saying that the new facility is not just about the reserves but also about the community. "With so many coming back home, they need assistance, and our partners within the community will be able to help provide that transition back to civilian life they need," Dosia said. According to the National Center for Veterans Analysis and Statistics, Denton County is home to 44,004 veterans. The Denton Record Chronicle (9/5/2013) featured an article on the newly launched Denton County Veterans Coalition. The purpose of this coalition is to bring veterans, private citizens, business owners and nonprofits together to coordinate resources for veterans. RSVP retired veterans already serve on this coalition. Fifteen laptops, refurbished by a RSVP retired colonel, were donated to the Army Reserve Center for job searching assistance. RSVP will place volunteers to assist with veteran transition to civilian life and access to resources and services. The Reserve Center Commander Captain Norma Cabanas reached out to RSVP to assist with re-entry into the community.

****Plan and Infrastructure to Support Data Collection**

RSVP understands the importance of tracking and organizing all the data and information related to Performance Measurements. National Performance Measure outcomes and outputs will be tracked

Narratives

through the utilization of RSVP Reporter as well as surveys and other data collection designed in a cooperative manner with the volunteer, client and station in mind. All information related to Performance Measurements is kept in notebook binders. Through RSVP Reporter, Performance Measurement filters will be created to access required information when reports are due. RSVP Staff have been assigned areas of responsibilities based on the Focus Areas and will manage the volunteers and stations identified in the areas. Staff will be evaluated on meeting Performance Measurement targets.

RSVP has developed long lasting relationships with many community partners. As programs are developed to meet emerging needs, the partnerships with agencies fall in place. True collaborations have been established with all 4 county hospitals, the Denton County Health Department, Denton County Probate Courts, Lewisville, Little Elm, Sanger and Denton Independent School Districts, University of North Texas, United Way of Denton County and a number of large special event planning committees.

In August of 2014, RSVP added an additional stream of national service to its service delivery- AmeriCorps VISTA (Volunteers In Service To America). RSVP will recruit and place a total of 21 VISTA's in Denton, Wise, Cooke, Grayson and Collin Counties to address community needs within poverty alleviation or reduction. Many of the RSVP sites have become VISTA sites making this an additional layer of support for local nonprofits. Additionally, the RSVP Executive Director is a member of the Age Well, Live Well Coalition. This group approached the Executive Director offering support during the Recompensation grant period as well as proposing the concept of Chisholm Trail RSVP, Inc moving towards the establishment of a Volunteer Center serving county-wide.

*RSVP Primarily concentrated on the Focus areas which held the greater number of unduplicated volunteers and developed the Work Plans around those projected numbers. It is important to note that 176 volunteers have been selected and targeted for the Other Community Priorities Work Plan. Many of those stations listed which are not included in Priority areas actually fall within the guidelines of Focus Areas. Examples of those assignments are as follows:

--Tax Preparation-United Way of Denton County-volunteers focus on the Earned Income Tax Credit refunds

--Environmental Education-Elm Fork Environmental Education Center -volunteers operate the Planetarium and assist with educating students K-2 on environmental stewardship

Narratives

- Senior Medicare Patrol and West Nile Virus Task Force-volunteers make presentations on fraud prevention and wnv defense strategies
- Habitat for Humanity, Hearts for Homes and Giving Hope-volunteers focus on building safe homes and helping provide shelter for the homeless
- Medical Reserve Corps-RSVP volunteers serve as the core group of this group and assist with bio-terrorism or disaster preparedness drills.
- Army Reserve Center, Veteran's Coalition, volunteers refurbish and gift computers as well as mentor and assist with Toys For Tots
- Susan G. Komen, VNA Hospice, Cancer Resource Center, volunteers staff information sites and distribute health education materials.

The number of volunteers assigned to these stations range between 5-10 volunteers and their contributions are equally as important. Many of these assignments are performance measurable as well.

Recruitment and Development

****Plan and Infrastructure to Create High Quality Volunteer Assignments/Training**

In order to ensure quality placements and experiences for RSVP volunteers, it is critical to have the necessary components in place for effective volunteer management. It all begins with the RSVP leadership and staff having a clear understanding of the process of recruitment and placement of volunteers in key areas. The goal is to truly become the "experts" in volunteer management. Staff is encouraged to think outside the box and to navigate towards those "non- traditional" types of recruitment methods. These methods include setting up information sessions at coffee houses, wellness centers, civic groups, Life Long Learning Classes, and those very active retirement communities. The Executive Director has always felt strongly about steering away from "piggy backing" volunteer recruitment from senior centers, hospitals and assisted living centers.

Other methods for volunteer recruitment include posting on Volunteer Match, news releases and articles in local media, email blasts through Constant Contact and targeted mailings to current volunteers, presentations to civic groups and information and health fairs. RSVP has set itself up on social media venues and will strength this effort. Volunteers are often drawn to assignments based on their past experience and regained passions. However, the best method of recruitment has always

Narratives

been that dedicated RSVP volunteer recruiter who can provide that personal contact and guidance.

Interestingly enough, being home to 2 major universities provides a high caliber pool of volunteers who understand outcomes and data collection. In reviewing the profile of our current volunteer base, we reflect 103 retired educators; fifteen of whom are PhD's. These numbers alone provide justification for easily increasing participation in the earlier mentioned RSVP Rockin' Reader program (ED2).

Other key components include partnerships with RSVP stations secured and established via Memorandum of Understandings which adhere to the CNCS Regulations. This includes information such as reasonable accommodation language and verification that the stations are 501c3 status, healthcare proprietorship or local government agencies. Commitment is obtained from the station staff to provide a thorough orientation, training, criminal background check if warranted as well as the contact information of the representative supervising the volunteer.

RSVP also assures a high quality experience for volunteers by developing and implementing projects coordinated by RSVP as well as those identified by long term partners (stations) based on an assessed community need. Examples include: west nile virus education, immunization education, improving literacy rates and income tax preparation assistance. As a self-incorporated project, it was determined more than 2 decades ago, that funders were attracted to "signature programs" that were results oriented. Grants received from foundations have been targeted to these specific programs. Many of these programs have migrated easily into the CNCS Strategic Plan Focus Areas. RSVP has strong examples of this effort. 1. RSVP Rockin' Readers Intergenerational Project (ED2) was established in 2000 and recruits and places volunteers in classrooms to read weekly for 30 minutes to children pre-K, Kinder and First grade. Training is provided . 2. RSVP/SHIPP (H2) volunteers share information in the hospital with new parents on the importance of timely immunization as well as pertussis and influenza information across the life span. Volunteers are trained by hospital staff and RSVP staff. 3. Senior Medicare Patrol was launched in March of 2010. RSVP Volunteers are trained by the Houston Better Business Bureau Education Foundation to make presentations to other groups on identifying potential Medicare fraud. 4. VITA/Income Tax Preparers: United Way funding is allocated based on this program. Volunteers are trained by IRS staff. 5. West Nile Virus Education Task Force-Volunteers are trained and updated on recent virus outbreaks on an annual basis by Denton County Health Dept.

Narratives

staff. Presentations are made to other organizations.

Each of these components has built a strong corps of dedicated volunteers who attend annual trainings and assist with recruiting other volunteers. Training is often held in conjunction with professional staff from the other sites. Volunteers are often subject to criminal background checks which is the responsibility of the stations.

VOLUNTEER PLACEMENT PROCESS

The agency approved process for placement of volunteers related to CNCS focus areas includes: 1. A call or enrollment form (reflecting focus areas and other CNCS required areas such as age requirement of 55) is received by staff 2. Staff contacts volunteer and interviews/screens on the phone 3. Prospective Volunteer is invited to the office for an interview and information session 4. Their interests are explored 5. Various opportunities in the focus areas and community priorities to serve are presented 6. Volunteer selects an assignment 7. Staff contacts station representative and sets up interview for prospective volunteer 8. Volunteer is placed at a station through personal introduction by staff 9. Agency is asked to provide an orientation and thorough training as well as criminal background check if required 10. Staff follows up with agency and volunteer after placement and volunteer service begins to gauge satisfaction 11. Agency is asked to recognize volunteer.

In regards to length and terms of service, RSVP has focused on being flexible and creative so as to attract those "baby boomers" coming out of retirement. For example, the Immunization Program asks for a 6 month commitment and the Rockin' Reader program asks for a fall or spring commitment. At times staff recommend a "buddy" system approach so that the assignment is shared between 2 volunteers ensuring the stability of the assignment. Opportunities to serve as a substitute are also considered so that the individual is able to volunteer in some capacity.

RSVP constantly strives to develop leadership opportunities for volunteers as well. It is not unusual for a volunteer to accept the responsibility for recruitment of one elementary school or be willing to train other volunteers with their assignments. It is safe to say that RSVP has at least one volunteer in each of its signature or bundled activities serving in a leadership role. With having part-time staff, RSVP must engage the skills and experience of volunteers to ensure quality service delivery. There is never hesitation to make the "ask" for support. It is a way of "practicing what we preach" when we

Narratives

consult with other RSVP stations on how to expand capacity.

In addition, RSVP provides annual training to station managers covering topics related to effective Volunteer management such as retention, recruitment and recognition tips.

Contact is made on a monthly basis via time sheet mailings and phone calls with each station to assure a successful placement as well as with the volunteers on an as-needed basis. RSVP maintains an open-door policy for its volunteers as well as for the volunteer stations and will intercede whenever a situation warrants. In the unlikely event that a placement does not work out, every attempt is made to replace the volunteer and to locate a replacement for the station. The affected volunteer is also re-directed to another assignment.

***Demographics of Community Served/Plans to Recruit**

RSVP pays close attention to build upon diversity presented in respective communities. It is charged with increasing minority volunteers by municipal funders.

Below is a breakdown of Denton County ethnicity:

White persons, percent, 2013 79.9%

Black persons, percent, 2013 9.4%

American Indian and Alaska Native persons, percent, 2013 0.9%

Asian persons, percent, 2013 7.3%

Native Hawaiian and Other Pacific Islander, percent, 2013 0.1%

Persons reporting two or more races, percent, 2013 2.4%

Persons of Hispanic or Latino origin, percent, 2013 18.9%

White persons not Hispanic, percent, 2013 62.5%

Keeping the above in mind, RSVP brings together people of diverse backgrounds by sponsoring events such as the American Legion Community Thanksgiving Dinner, located in a primarily minority community at Martin Luther King Recreation Center and electing Board members representative of organizations such as: NAACP and LULAC. The Executive Director is bilingual and Hispanic and has developed many relationships in the Hispanic community and is the founder of a city of Denton Cinco de Mayo event. In addition to the Executive Director being a woman of color, the city of Denton, a funding resource, requires RSVP to increase minority recruitment by 3% from previous year. We have always complied with this outcome. It is always a goal of RSVP to mirror census figures.

Narratives

***GRADUATING VOLUNTEERS**

Because of its long term attention to signature projects, RSVP will continue to redirect some of the "graduated volunteers" towards different assignments which fit into the focus areas. As we visit with some of these volunteers, we will discuss other opportunities to serve. This will not prove to be a difficult transition since so many of the volunteers are already placed in focus areas. The need to measure impact will be our approach in explaining this change. Local funders such as United Way of Denton County, and 3 municipalities have already been introduced to the Focus area concept and responded in a positive manner. A United Way Allocations Committee member congratulated us for becoming "results oriented" and we were awarded a \$5,000 increase.

With the switch to Focus Areas, RSVP will redesign all publications and web site to feature recruitment in the various areas. The volunteer enrollment form will only list the areas discussed in this grant application. Future grant requests to other funders will refer to the issue areas.

The RSVP Executive Director has been with the Denton Project for 17 years and prior to that was with the Dallas RSVP Project for close to 8 years. She holds a BS in Recreation and Leisure from Texas Woman's University with emphasis on programming initiatives and events. She holds great experience with designing and launching new programs and special events which began with her employment as a Senior Center Director through City of Denton Parks and Recreation Department. She is known for her volunteer management skills and is often called upon for workshops or guidance. She interacts continuously with other agency executive directors on community projects.

***Plan to Retain and Recognize Volunteers**

Each year, RSVP recognizes and acknowledges the work and accomplishments of its talented and dedicated volunteers. In 2012, RSVP changed up the venue for the Recognition Luncheon due to funding shortfalls and launched the first Senior Salute co-sponsored by the Golden Triangle Mall in Denton. The event is theme based. In 2013, a Jazz theme was incorporated and staging and invitations reflected this theme. In 2014, a Rock & Roll theme will be rolled out complete with an Elvis impersonator. Sponsorship is secured for the event. Last year, nearly 300 attended to visit vendor and information booths and listen to entertainment provided center court. The mall sponsored lunch

Narratives

at various food kiosks and mementoes were given to those volunteers actively serving. The event also served as a venue for volunteer recruitment. In addition, more specialized recognition events are held throughout the year to let those who work on signature projects or in a certain location know of RSVP's and the community's appreciation. A holiday breakfast is in the planning stages to accommodate volunteers in the southern part of the county. Lewisville Lake serves as a natural barrier between the northern part of the county and the southern part of the county. It is important to pay heed to this barrier and provide an event for those volunteers who just will not cross the bridge to attend the event at the mall in the northern part of the county.

Birthdays are acknowledged with a card specially designed by RSVP and personal notes are sent whenever appropriate. In addition, when funding allows, a newsletter, IMPACT, is sent to all volunteers, stations, funders, community leaders, and other interested parties. Through this vehicle, volunteers are made aware of upcoming events, new volunteer opportunities, and significant accomplishments of individuals and/or RSVP as a whole. The Board of Directors, Golf Tournament Committee, Vision RSVP Task Force (Advisory Council), Key Donors and In-House volunteers are treated to a Holiday Luncheon donated by Texas Presbyterian Hospital of Denton. To make the public aware of RSVP and the opportunities provided to Denton County residents and service organizations alike, RSVP maintains a high level of communication with the local newspapers and other information outlets. RSVP participates in numerous area health fairs and other appropriate venues, makes presentations to civic and professional organizations, and educates local and county officials regarding RSVP's contributions to the community. In August of 2014, RSVP & AmeriCorps VISTA staff met with the newly elected Denton Mayor Chris Watts and educated him on the streams of national service actively engaged in his community. He was also prepped on the Mayor's Day of Recognition of National Service.

Program Management

***Management of Volunteer Stations**

In order to be an official RSVP station, all stations must follow the established CNCS RSVP Program Regulations which state that a station must be a public agency, or proprietary health care agency or organization that accepts the responsibility for assignment and supervision of RSVP volunteers. RSVP negotiates and presents to the station representative a Memorandum of Understanding (MOU). The form includes agency demographics as well as contact information and annual client count. A copy of their 501c3 IRS Determination Letter is requested. The form is reviewed and then signatures are

Narratives

obtained. It is renewed every 3 years. It also includes general information regarding criminal background checks, accessibility and reasonable accommodation statement, prohibition of Discrimination, Religious and Political Activities, and amendments language.

Stations are versed on performance measurement requirements and have already been introduced to the focus area concept. They are given a Volunteer Station handbook which provides information on the History of RSVP, submission of time sheets, volunteer insurance, mileage reimbursement and reporting of accidents or incidents to RSVP.

***Ensure Volunteers are Performing Assigned Activities**

Since RSVP: Serving Denton County coordinates signature programs, there is more of a hands on approach and station visits occur frequently. Communication is via phone calls, email, e-vite and constant contact. An example of this is through the Rockin' Reader program (E2). Each year RSVP Staff visit each school when launching the program as the school season begins a new year. The volunteers are also gathered for in-services prior to heading off for their assigned school.

***Graduating Stations**

Previously, it was mentioned that graduating volunteers would be a reasonable task since so many of the volunteers are already involved in bundled signature programs. This is the same situation for the volunteer stations. Many of the official stations are aligned with the signature programs which in turn align with the focus areas. The minimal number of stations such as senior centers and project groups which will be affected have been identified and are being migrated to focus areas or community priorities.

To keep track of the volunteers and the 160 plus stations, RSVP uses RSVP Reporter. Volunteers with computer expertise or who would like to learn data entry input information on a weekly basis. One volunteer has inputted data for 15 years. Statistics pertaining to volunteers, the volunteer stations, and the hours worked are gathered and used for marketing and development purposes. In addition, data can be accessed to facilitate placement when a request for volunteer service includes a need for specific skills and/or abilities.

***Advisory Council/Community Participation Group**

Narratives

The RSVP Board of Directors, which truly also serves as the required community participation group, is 100% invested in promotion of the RSVP Project. RSVP By-Laws stipulate that membership on the Board should include actual RSVP volunteers as well as strong attention drawn to having a diverse Board representative of the geographic breakdown of Denton County. Board members assist with recruitment, public education, event coordination, fund raising as well as governance. There are 4 Board members representing stations such as the Denton County Health Department, Texas Health Presbyterian Hospital Denton, The Vintage Retirement Center and Habitat for Humanity. The Board members are kept abreast of CNCS regulations and due to a recent monitoring have a stronger sense of making sure regulations are followed. In addition to the Board of Directors, RSVP boasts 2 other community participation type groups. The first one is RSVP Vision Task Force. This is a 7 member group which meets quarterly and assists with evaluation of current programs and explores methods to expand and grow RSVP beyond its current service delivery. Individuals serving on this Task Force are primarily Gerontologists, Volunteer Management Professionals and Aging Service Providers. They come from the University setting, Area Agency on Aging, Age Well Live Well Coalition, and Volunteer Managers from the Hospital and large non-profit settings. The second group is a Resource Development Committee which is charged with the agency fund raisers such as the annual golf tournament, theatre benefit and community car raffle. This community group boasts a bank president, 2 bank vice president, retired UNT Recreation Director, Financial Advisor, Car Dealership representative and TWU retired Planned Giving Officer. Two Board members also sit on this committee as liaisons. This committee's responsibilities also include the research and development of new funding sources, whether corporate, foundations or individuals.

The Board of Directors is also responsible for development of a Three Year Strategic Plan as well as a Technology Plan. They review personnel issues and policy changes. The Board of Directors assists with defining initiative areas for RSVP as gleaned from community assessments. Assessments have been conducted by United Way and local municipalities.

Organizational Capability

RSVP was established in 1973 under the name of Chisholm Trail RSVP using ACTION funds obtained by the University of North Texas (then operating under the name of North Texas State University). In 1983, Denton County RSVP departed from the Federal standard and was incorporated as an independent, non-profit, tax-exempt organization with the ability to establish component programs of its own to address community needs that were not being met by other agencies. The name RSVP:

Narratives

Serving Denton County was officially adopted by the Board of Directors in 2000 to better reflect the scope of RSVP's community involvement on a county wide basis. Through volunteer management as well as its component programs, RSVP has demonstrated the ability to develop and maintain service provision that impacts residents throughout the various communities in Denton County and that can serve as a model for other agencies throughout Texas and other regions of the country. RSVP has an ongoing relationship with most of the county human and social service providers as well as with the University of North Texas (UNT) and Texas Woman's University (TWU), both located in the city of Denton. Currently, RSVP has 2 full-time staff members and 2 part-time staff members and 2-3 non-paid full time interns each semester. In February of 2014, the Volunteer Services/Grants Specialist moved over to serve as the VISTA Project Director on a part-time basis. RSVP closed its branch office in Lewisville in order to bring all staff under one roof. The 2 front line positions with the volunteers are Community Engagement Officers (PT).

***Staff Positions**

The staff is as follows: Executive Director (Full Time): Overall responsibility of the day to day operation of the agency. This position is hired by the Board of Directors. This position is waived at 75% RSVP Project Director due to the arrival of AmeriCorps VISTA. Responsibilities include hiring and supervision of all other staff, management and closely working with the Board of Directors, preparing, monitoring, and presenting budget requests to United Way of Denton County, city of Denton, city of Lewisville, Town of Flower Mound, city of Highland Village and many private foundations and civic organizations. This position has the responsibility of submitting reports for funders on a timely basis, attending required meetings and state and national conferences. The ED also is responsible for maintaining financial, personnel, project and volunteer records. The Executive Director has great expertise in creating new programs and bringing collaborators to the tables to assist with building and launching new initiatives. The Executive Director is bilingual and brings more than 35 years of experience in managing programs for older adults in the nonprofit arena. She has launched city wide and senior special events which have evolved into traditional events more than 30 years old. Events such as Cinco de Mayo, Blue Ribbon Bazaar, and the Evergreene Gala with 35 years of experience, she has been involved with RSVP more than 24 years managing federal grants and learning and implementing performance driven projects. She is a Past President of the Texas Senior Corps Association and serves as the Treasurer of the National Senior Corps Association. New staff is trained by the Executive Director.

Narratives

All new staff members undergo a detailed orientation. It begins with a formal Welcome from the Chair of the Board of Directors. A new staff member checklist was developed to serve as a guide with proper orientation. It covers: 1.) Employee file completion--W-4, I-9 (documentation), Application, Resume 2.) Review Agency Policies and Procedures 3.) Review semi-monthly time sheets procedure, payroll process including cost allocation with particular funders, 3.) Agency Mileage Reimbursement, Petty Cash Request, Disbursement Vouchers, Supplies Request 4.) Review Agency budget, funding sources 5.) United Way's affiliation, campaigns 6.) E-mail set up, office keys 7.) Cell Phone Policy 8.) Parking 9.) Conferences and Meetings 10.) vacation and leave requests 11.) employee benefits 12.) Performance Reviews and merit increases 13.) Job Descriptions. The Executive Director and Administrative Assistant review the checklist with the new staff member which signs and dates the checklist at the completion of the orientation.

Required Criminal Fingerprint Background Check is conducted on new hires. Then, new staff receive an overview of RSVP and are provided the RSVP handbook which entails information regarding RSVP Program Regulations. All staff are trained on performance measurement and are responsible for tracking the progress of the data collection for the reporting of the Performance Measurement.

Community Engagement Officers (2): This part-time staff member's responsibilities include recruitment, placement, recognition of volunteers and support to agencies seeking volunteer assistance in the CNCS Focus areas. They conduct on-site recognitions, consults with agencies developing volunteer programs and provides outreach to volunteers county-wide. This position focuses on designing and managing projects that require volunteer oversight. Also, provide assistance with grant writing and research. The positions focus on recruitment, recognition and retention of volunteers with the Food Security, SHIPP and Rockin' Readers Programs as well as serving on the Denton County Immunization Coalition, DISD Grandparents in Public Schools Task Force and the Age Well, Live Well Coalition. One position is a federally funded position but the other one is supported by local foundations such as The Pfizer Foundation, Blue Cross Blue Shield Foundation and Flow Health Care Foundation.

One staff member sits on the Lewisville ISD Volunteer Coalition and the Southern Denton County Round Table.

After experiencing CNCS and United Way funding cuts in 2012 and the loss of a Financial Director,

Narratives

RSVP has now added a 20 hour Fiscal Agent Position. This individual holds a Bachelors and Master Degree in Accounting and is in process of obtaining CPA license. This position is charged with following the policies and procedures set for Accounting and Financial Management. Tasks include: accounts payable, posting income and expenses (through cost allocation) to Quick Books, reconciliation, prepping for audits and preparing financial statements for funders and Board of Directors. This staff member will study and learn financial grants management regulations through the online virtual conference and Knowledge Network Resource Center. She will be keenly aware of allowable vs non-allowable costs and how local match dollars are monitored as federal dollars. She will also purchase supplies for the agency as well as adhering to the Document Retention Policy for safe keeping of records. She will assist the Executive Director with management of the Board of Directors as well as the RSVP Vision Task Force and the Resource Development Committee.

***Financial Management Capacity**

Identification as a 501c3 dictates fiduciary care and great stewardship of dollars received through grant efforts. Funding sources such as 3 municipalities require outcomes to justify dollars and United Way affiliation requires much focus and attention on service delivery. The Board of Directors is responsible for bringing in unrestricted dollars to assist with day to day operations as well as expansion of programs. With the leverage of county wide funding sources, RSVP has an opportunity to utilize dollars other than CNCS to prepare budgets or generate reports required. Program staff is primarily funded through municipalities and United Way and play a great role in the grant process. Assuring that the agency (project) has adequate facilities and supplies is once again the responsibility of the Board of Directors. The Board also makes sure that proper and required insurance is in effect at all times such and Directors and Officers and Commercial Peril and Liability. Special Project grants are a tremendous resource for adding much needed equipment such as computers and program supplies. Because of the great impact RSVP volunteers have made in Denton County and the cultivation of relationships with county commissioners and the County Judge, RSVP was awarded lease on a county building by the Commissioners Court. The lease is \$1 a year. It brings a savings of \$14,400 a year. The Board of Directors Finance Committee designed the following financial operating systems in order to align with accounting standards. It was approved by the Board of Directors.

BOOKKEEPING: Quick Books Premier 2013 Software is utilized. Each income/expense transaction is recorded in the chart of accounts. The Chart of Accounts includes RSVP and AmeriCorps VISTA

Narratives

income and expenses.

BASIS: Accrual

REPORTS: Profit & Loss (Income/Expenses), Balance Sheet (Assets/Liabilities), Various other reports are available upon request

INCOME: Income is from various Federal, State and Local entities as well as United Way, Foundations, service clubs and other miscellaneous sources. Payment is based on the guidelines of the funding source. Often it is in the form of reimbursement for service. The greatest majority of payment is via check or electronic deposits. Two copies are made of each check, one to be stapled to the deposit slip and one to be placed in the funding source file. Checks are deposited promptly into the agency's primary checking account.

EXPENSES: Expenses are included in the proposed budget each year. Some expenses are not anticipated on proposed budget and are usually due to the addition of component programs, unanticipated equipment replacement/upgrades or administrative procedure changes. Expenses are allocated based on funding source designations. The greatest majority of funding is designated for specific expenses. For example, City of Denton funding is for the Programs Manager and Corporation for National Service funding is designated to specific salaries, volunteer insurance, recognition, conferences, supplies and mileage reimbursement. All expenditures require the submission of a Disbursement Voucher to the Executive Director for approval. Once the expense is approved a check is generated to the vendor. All accounts require 2 signatures to be processed. The Executive Director and a board member that is listed on the signature card both review the Disbursement Voucher and sign the checks. All checking accounts, mutual fund or money fund accounts are reconciled each time a monthly statement is sent. Checking accounts are reconciled by check detail and mutual fund and money fund accounts are adjusted for interest income/loss.

FINANCIAL AUDITING/MONITORING: Each year RSVP hires a CPA that is knowledgeable in accounting for non-profits to complete an Independent Auditor's Report on Compliance and on Internal Control over Financial Reporting Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards. Completion of annual Financial Statements and Auditor's Report are also done at this time. The CPA presents the completed Audit to the RSVP Board of Directors for approval at the meeting following its completion. The 990 is completed as well. In mid-2011, the IRS Tax Exempt and Government Entities Division, randomly selected RSVP for an examination of 2008 records. We were informed in a January, 2012 letter that our organization continued to qualify for exemption from Federal income tax.

Narratives

With 40 years in operation to its credit, RSVP has established itself as a credible resource for non profit management and volunteer placement. It is viewed and accepted as a responsive non profit which often provides leadership and volunteers. An example of this is when the RSVP Executive Director instigated the coordination and establishment of one of the first Citizen Corps Councils in Texas. That position has now been relinquished but RSVP did launch the first CERT in Denton, Texas. RSVP is very involved in integrating senior services within the community. RSVP is known as the "rescuer" agency for many of the RSVP stations and involves itself from the ground up in coordinating volunteers for many events and activities.

RSVP: Serving Denton County is proud of the critical role it plays when it comes to the well being of older adult volunteers. It is a natural vehicle to solve community problems by utilizing experience gained by these volunteers who passionately embrace national service. RSVP is proud of hosting 2 streams of National Service under one roof and hopes to continue and grow this effort.

Other

N/A

PNS Amendment (if applicable)

NA

Performance Measures

Primary Focus Area: Healthy Futures

% of Unduplicated Volunteers in Work Plans that result in Outcomes: 13%

% of Unduplicated in the Primary Focus Area: 47%

Performance Measure: 1.1 Food Distribution

Community Need to be Addressed:

In the United States, more than one out of five children lives in a household with food insecurity, unable to determine where their next meal will come from. A new study conducted by hunger-relief charity Feeding America found that 38 percent of food-insecure Texans were above the poverty line and therefore ineligible for federal nutrition programs like SNAP (Supplemental Nutrition Assistance Program). In 2012, 98,560 people were food insecure in Denton County, 32,820 of whom were children. This means that one in seven Denton county residents are struggling with hunger, and more than half of those do not qualify for government assistance. Denton County residents were found to have the highest rate of food insecurity of the counties served by the Tarrant Area Food Bank, with 15.2 percent total food insecurity (Mapping the Meal Gap, 2012). Unfortunately, 61 percent of food insecure residents do not qualify for SNAP (food stamps) or free and reduced cost school meals.

Food pantries throughout Denton County provide staple food items for families living in poverty and struggling with food insecurity. In addition, soup kitchens feed our homeless population the meals they critically need. RSVP volunteers help sustain the daily operations of food banks and soup kitchens to serve the low income and food insecure residents of Denton County. RSVP volunteers are uniquely qualified to help meet the food insecurity needs in Denton County for several reasons. First, most of them remember the Great Depression and the rationing that took place. Second, they are part of a generation where neighbors helped neighbors and the community worked together to solve needs.

Focus Area: Healthy Futures	Objective: Obesity and Food	Number of Volunteer Stations: 8
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Anticipated Unduplicated Volunteers: 121

Anticipated Volunteer Contributions: 145

Service Activity: Food Distribution

Service Activity Description:

At the end of the grant period, RSVP volunteers will 1 x weekly support the mission of food pantries and soup kitchens by sorting donations, inputting client information and distributing food to clients. RSVP volunteers provide daily support to the food distribution agencies. Clients that visit emergency food pantries and soup kitchens will be counted the first time they visit. The food pantries where RSVP volunteers will be serving include Christian Community Action Food Pantry, Community Food Center, Inc., Little Elm Area Food Bank, Our Daily Bread, Salvation Army of Lewisville, and Shepherd's Storehouse. Partnerships with two more local faith-based food pantries in Denton County will be added by the end of the grant period.

Anticipated Output: (PRIORITY) H10: Number of individuals receiving emergency food from food banks/other organizations

Target: 27000 How Measured: Client Database

Instrument Description RSVP will collect summaries from client tracking forms from food pantries and soup kitchens on a semi-annual basis in order to record the number of clients served. Our Daily Bread utilizes ClientTrack which not only tracks number of visits but demographics as well. Christian Community Action and Salvation Army utilize custom made tracking software to glean detailed information. Community Food Center, Inc. relies on Agency System, a free tracking software, to collect client numbers.

Anticipated Outcome: --No outcome selected--

Target: How Measured:

Instrument Description

Performance Measure: 2.1 Training

Community Need to be Addressed:

Vaccine-preventable diseases remain a concern. Healthy People 2020 states that, "Despite progress, approximately 42,000 adults and 300 children in the United States die each year from vaccine-preventable diseases." Distributing timely and accurate information on immunization and prevention methods and resources is a priority in Denton County, according to Jennifer Jaynes, Health Educator for the Denton County Health Department. Maintaining high levels of compliance with immunization across the lifespan is essential to preventing future disease outbreaks.

In Denton County, pertussis and influenza have had a fatal resurgence in recent years. Pertussis and influenza are highly contagious infectious diseases that are easily passed between family members and those in close quarters. Pertussis immunization is complete when a child receives a series of five shots by early adolescence. However, compliance with the fifth booster shot is only 71.9% in Texas (Texas Department of State Health Services, 2011). Parents and grandparents of newborn children should also receive booster shots, to prevent potentially fatal pertussis infection. Influenza vaccination compliance remains low in Denton County with only 80% having a yearly flu shot. Denton County. The last influenza season was especially deadly in Denton County, with three deaths reported by January 2014. Chief epidemiologist, Juan Rodriguez, asserted that everyone should have the influenza shot because the particular influenza strain impacted healthy adults (Denton County Health Department, 2014).

RSVP volunteers are responsible for distributing immunization, prevention, and resource information. RSVP volunteers remember a time when diseases like polio, measles, and mumps were common and not preventable by vaccine. RSVP volunteers are often retired nurses or health professionals who bring their experience and expertise to their service. They are able to advocate on behalf of immunization across the life span.

Focus Area: Healthy Futures

Objective: Access to Care

Number of
Volunteer Stations: 10

Anticipated
Unduplicated
Volunteers: 52

Anticipated
Volunteer
Contributions: 57

Service Activity: Training

Service Activity
Description:

At the conclusion of the grant period, a total of 52 RSVP volunteers will be instrumental in reaching the set target of 7,500 clients. Breaking it down- 16 RSVP volunteers will collate immunization packets 1 x monthly, 16 volunteers, 1 time weekly at 2-3 hour shifts will deliver the immunization packets which include immunization information to the parents of newborns and other supporting adults in the hospital room. Five volunteers will assist with training new volunteers for hospital visitation as well as training those volunteers making presentations at health fairs and health care facilities. Trainings will occur 1 x monthly. Ten RSVP volunteers will make presentations or staff health fairs at least 2 x monthly. Three volunteers will provide data collection assistance at least 1 x weekly-4 hours each shift. Two RSVP Volunteers will assist with developing and implementing the training modules, scheduling volunteers for training and presentations. All volunteers assigned to hospital visitation go through rigorous background checks required by the hospitals as well as required training on hospital protocol and TB vaccinations.

Anticipated
Output: H4: Number of clients participating in health education programs.

Target: 7500

How Measured: Activity Log

Instrument Description RSVP Volunteers will use 2 specifically designed logs to record the number of individuals receiving health and immunization educational materials and completing training. The SHIPP HOSPITAL VISITATION LOG will ask for the following fields to be completed: Date, Name, Rm. #, # present in room, vol.signature. The second log, SHIPP ACTIVITY/EVENT LOG will ask for: Date, Type of Event, Number of participants, volunteer signature.

Performance Measure: 2.1 Training

Anticipated Outcome: --No outcome selected--

Target: How Measured:

Instrument Description

Performance Measure: 3.1 Food Delivery

Community Need to be Addressed:

Senior hunger has steadily increased nationwide and continues to be a growing concern in Texas and in Denton County. Texas ranks as the fourth state with the highest rates of hunger risks among seniors, with more than 18 percent of seniors facing the threat of hunger. Food insecurity among seniors is projected to increase by 50% when the youngest of the Baby Boom Generation reaches age 60 in 2025. A meal delivered by the volunteers is often what allows home bound seniors to remain independent and living in their own homes, a far better solution for most seniors than long-term care, of which there are currently 8 million recipients in the United States (National Center for Health Statistics, 2013).

As people age, contact with friends and family may diminish and isolation and loneliness can occur. Volunteers who deliver meals to homebound seniors not only provide important nourishment, but also provide a source of social engagement when the meal is delivered. According to the National Survey of Older Americans Act Program Participants conducted for the U.S. Administrative on Aging: 85% of clients say Meals on Wheels helps them eat healthier, 91% say Meals on Wheels helps them feel more secure, and 93% say Meals on Wheels means they can continue to live in their own home. A survey conducted through the Area Agency on Aging of North Texas Meals on Wheels showed that 94% of clients surveyed reported feeling more secure knowing that someone would be checking on their well-being on a regular basis. RSVP volunteers will be placed to deliver meals and assist clients with feeling secure and nourished. RSVP volunteers are uniquely suited to deliver meals to assist with aging in place for several reasons. They are familiar with the community and are able to make their routes with ease. Many volunteers are retired and have the luxury of time during the day to complete meal delivery; whereas, a working adult volunteer would not have time.

Focus Area: Healthy Futures

Objective: Aging in Place

Number of
Volunteer
Stations: 10

Anticipated
Unduplicated
Volunteers: 76

Anticipated
Volunteer
Contributions: 85

Service Activity: Food Delivery

Service Activity Description: At the conclusion of the grant period, RSVP volunteers will deliver meals and look in on homebound clients through Meals on Wheels programs. RSVP volunteers will visit clients a minimum of twice a week. Only clients visited twice a week or more will be included on final client count. RSVP volunteers deliver along 35 routes in Denton County for approximately 160 clients every weekday. RSVP volunteers will participate in orientation and training.

Anticipated Output: (PRIORITY) H8: Number of individuals receiving independent living services

Target: 230 How Measured: Activity Logs

Instrument Description A monthly workstation log detailing the number of clients scheduled to receive meals on a daily basis will be reported for number of unduplicated clients.

(PRIORITY) H9: Number of individuals with increased social support.

Performance Measure: 3.1 Food Delivery

Anticipated Outcome: (PRIORITY) H9: Number of individuals with increased social support.
Target: 170 How Measured: Survey

Instrument Description The CNCS Independent Living Survey, which measures social support that leads to increased aging in place, will be distributed and collected by volunteers on an annual basis to gauge increased social support. As an incentive to distribute and collect surveys, volunteers will be given an entry for every collected survey to enter them in a drawing for a \$100 gift card. As an incentive for the clients, they will receive a personal care item upon completion of the survey.

Performance Measure: 4.1 Providing Services

Community Need to be Addressed:

The 2013 federal poverty line for a family of four is \$23,550.00. The percentage of persons below the poverty level for Denton County is 8.5. Since 2000 the rate has increased by 88% in Denton County (2012 Beyond ABC Report). Sometimes, it is difficult for families to make ends meet. Unforeseen expenses, such as an unexpected illness, traumatic accident, job lay off or a car breaking down ends up as a financial emergency and cause paralyzing distress. Even routine financial expenses, such as back-to-school needs and holidays, can throw a household financial budget into a tailspin. RSVP volunteers serve at sites that help individuals and families in crisis to be able to afford basic needs such as food, home repair, prescription, rent and medical expenses assistance. Further, volunteers conduct outreach and assist with the enrollment of new participants in the American Legion Senior Outreach Center program which provides non perishable shelf foods as well as donated foods from local grocers weekly. The Center hosts monthly pot lucks and holiday event dinners (Thanksgiving Dinner and Health Fair) for the community poor and elderly in Southeast Denton.

Focus Area: Healthy Futures

Objective: Obesity and Food

Number of Volunteer Stations: 5

Anticipated Unduplicated Volunteers: 25

Anticipated Volunteer Contributions: 36

Service Activity: Providing Services

Service Activity Description: At the conclusion of the grant period, 25 RSVP volunteers will assist 3000 clients by providing short term education, assistance and resources for short-term assistance at Interfaith Ministries (6 volunteers-minimum of 1x weekly @ 3hour shift) , Giving Hope (4 volunteers for PIT & intake & referral-1 x weekly @ 5 hour shifts, Serve Denton (5 volunteers-2 X monthly with Mayor's Hunger Initiative & Community Food Garden) , Hearts for Homes (5 volunteers 1 X monthly with home repair and food delivery for elderly), American Legion Senior Outreach Center (5 volunteers @ 3 X weekly). RSVP volunteers will coordinate aid with other agencies to promote beneficiary self-sufficiency. All volunteers will undergo a criminal background check provided by the agency and attend orientation followed by formal recognition at the end of the year. Logs will be checked for duplication by RSVP staff and or volunteers.

Anticipated Output: (PRIORITY) H11: Number of individuals getting support, education and/or referrals for hunger
Target: 3000 How Measured: Activity Log

Instrument Description Activity logs from the stations will be used to determine the number of clients that receive support, education and referrals for hunger. InterFaith Ministries will utilize Seeladora which tracks clients and demographics. Giving Hope (transitional housing agency) defers to HIMS-Homeless Management Information System which tracks referrals and clients receiving services. Serve Denton engages a

Performance Measure: 4.1 Providing Services

program called CARES which tracks those receiving services. Hearts for Homes(home repair and food referral/delivery agency) uses a free tracking system called Agency System.

Anticipated Outcome: --No outcome selected--
Target: How Measured:

Instrument Description

Performance Measure: 5.1 Assisting in classroom

Community Need to be Addressed:

In 2012, 8,217 children under the age of five were living in poverty in Denton County (United Way, 2012). Research has shown that children living in poverty are more likely to be at risk as they go through school. In Texas, 67% of preschool aged children living below 200% poverty (\$46,566 for a family of four) do not attend preschool (Annie E. Casey Foundation, 2014). Children from low-income families are less likely to have access to pre-kindergarten programs, and middle-class families also struggle to afford private pre-school programs, yet these programs are critical to children's long-term school success (White House Fact Sheet on Early Childhood Education, 2013). Children from low-income families who are not reading at grade level by third grade are six times less likely to graduate from high school. In fact, 1 out of 3 students is at risk of dropping out of school in Denton County (United Way, 2013). Access to quality preschool education has been proven to have long term effects on students including increased graduation rates, and decreases in behavior problems, crime, and delinquency.

Since 2005, Pre-K enrollment in Denton County has increased 106.6 percent, which is the highest of the five North Texas counties surveyed (Beyond ABC report, 2012). There is increasing recognition that the first few years of a child's life are a particularly sensitive period in the process of development and physical health. Quality preschools for low-income children help to remove the barriers to learning so that the preschoolers enrolled have a strong foundation to learn and are adequately prepared to enter kindergarten. Often, RSVP volunteers are former teachers and educators who use their experience and expertise to serve preschool children most in need.

Focus Area: Education

Objective: School Readiness

Number of Volunteer Stations: 4

Anticipated Unduplicated Volunteers: 25

Anticipated Volunteer Contributions: 33

Service Activity: Assisting in classroom

Service Activity Description: At the conclusion of the grant period, 25 RSVP volunteers will assist in the classrooms at least one hour a week at five non-profit day cares/preschools in Denton County: Denton Christian Preschool, Denton City-County Day Nursery, Fred Moore Day Care and New Hope Learning Center. RSVP volunteers provide weekly support during the weekdays in early literacy and school readiness activities. Since all of the pre-schools are on reimbursement for meals they are required at the state level to have all volunteers complete a background check and go through a certified volunteer orientation on an annual basis.

Anticipated Output: (PRIORITY) ED21: Number of children who completed early childhood education programs

Target: 60 How Measured: Other

Performance Measure: 5.1 Assisting in classroom

Instrument Description Children will only be counted as having received services if a volunteer was present rendering services in their classroom for at least one hour a week. All four preschools will be surveyed annually to assess the number of children who successfully complete the Pearson Early Childhood Assessment which is used to determine kindergarten readiness. The Pearson Early Childhood Assessment is conducted prior to and after preschool to screen concept knowledge for school readiness. The Assessment is driven by the Day Care Administration and then results shared with RSVP staff.

Anticipated Outcome: --No outcome selected--
Target: How Measured:

Instrument Description

Performance Measure: 6.1 Tutoring-Public School

Community Need to be Addressed:

Research by the National Institute for Child Health and Human Development (2014) found that reading is the single most important necessary skill for a happy, productive and successful life. The benefits of reading to young children are numerous. Children who listen to books being read aloud to them have an increased vocabulary, more fully developed imagination, better critical thinking skills, motivation, curiosity and memory, and assistance with coping. Education Week (2011) points out that "eighty-five percent of poor 4th graders in predominantly low-income schools are failing to reach proficient levels in reading on federal tests."

All Denton County Independent School Districts are experiencing growth. In fact, some districts are experiencing double-digit growth (United Way, 2013). At the same time, 1 out of 3 children are economically disadvantaged (United Way, 2013). Due to growth, economic disadvantage, and an increase in limited English proficiency students, Denton County students need early literacy more than ever before. Denton County kindergarten and first grade students are considered at risk if they do not pass a readiness and assessment given during the school year.

A study by Bassok and Rorem (2014) found that "there are ways to teach early literacy ...to young learners so that it's engaging, fun and really helps them get a head start." Rockin' Reader volunteers help facilitate readiness and engage students by reading aloud to kindergarten and first grade students. Volunteers encourage a love of learning and language. They form bonds with the students, who lovingly refer to them as 'grandma' or 'grandpa'. However, the greatest impact volunteers make is that they increase the vocabulary of students they read to, decreasing the chances of behavior problems, juvenile delinquency, and high-school dropout risk. RSVP volunteers are often former teachers, educators, librarians, and principals, who bring their experience and expertise to the classroom.

Focus Area: Education	Objective: K-12 Success	Number of Volunteer Stations:	26
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Anticipated Unduplicated Volunteers: 110

Anticipated Volunteer Contributions: 125

Service Activity: Tutoring-Public School

Service Activity Description: At the completion of the 3 year grant period, 110 RSVP volunteers will read in public elementary schools in a minimum of 3 Independent School Districts. At this time, volunteers are serving in Denton ISD, Lewisville ISD and Little Elm ISD. The Rockin' Reader Intergenerational Program will expand to include additional school districts. RSVP volunteers will serve in a minimum of 26

Performance Measure: 6.1 Tutoring-Public School	
Anticipated Output:	(PRIORITY) ED2: Number of students completing a CNCS-supported education program
Target: 9500	How Measured: Activity Log
Instrument Description Rockin' Reader Activity Logs which require the volunteer to 1) record the number of students read to as well a their comprehension level, 2) number of books read at each session, will be assessed for the number of children participating in each class. Only those students participating in free-reduced lunch programs will be counted towards the target. That information will be provided by the teacher when she completes the Teacher Survey. This instrument asks the teacher if there was an increased interest in reading, the number of students showing increased interest, the level of increased interest on a scale of 1-5 and the number of students on free-reduced lunches.	
Anticipated Outcome:	--No outcome selected--
Target:	How Measured:
Instrument Description	

Performance Measure: 7.1 Other	
Community Need to be Addressed:	
<p>RSVP volunteers have been serving Denton County for the past 40 years offering valuable services and resources to many agencies so that the agencies can better serve their clients. The hospitals in Denton County rely on volunteers to staff information desks to welcome and assist patients and families, assist with clerical duties, staff gift shops and deliver flowers, gifts and newspapers to patient rooms. RSVP volunteers serve at Baylor Medical Center at Carrollton, Medical Center of Lewisville, Texas Health Presbyterian Hospital Denton and Texas Health Presbyterian Hospital Flower Mound. Libraries need assistance with shelving books as well as help with filing and general clerical work. RSVP volunteers can be found serving at the Aubrey Area Library, Flower Mound Library, Lewisville Public Library, Little Elm Public Library, The Colony Public Library, and 3 Denton Public Libraries. RSVP volunteers serve children in the foster care system through Court Appointed Special Advocates (CASA). RSVP volunteers are responsible for distributing health care information, participating in emergency planning, and educating people on health through West Nile Virus Task Force, Texas Senior Medicare Patrol (SMP), Lake Vista American Cancer Society Resource Center in Lewisville, American Cancer Society Resource Center Denton, United Way, Denton County Department of Emergency Services, and Medical Response Corps. RSVP volunteers assist with low-income tax preparation and counseling at AARP Denton and United Way, VITA program. RSVP volunteers assist with providing help to agencies that build homes for low-income families and repair homes for low-income seniors at Habitat for Humanity and Hearts for Homes. RSVP volunteers environmental education to children. Lastly, RSVP volunteers mentor and assist returning soldiers at the U.S. Army Reserve Center.</p>	
Focus Area: Other Community Priorities	Objective: Other
Anticipated Unduplicated Volunteers: 176	Number of Volunteer Stations: 29
Anticipated Volunteer Contributions: 176	
Service Activity: Other	
Service Activity Description:	At the conclusion of the grant period, 176 RSVP volunteers will be serving in 27 agencies so they better serve their clients. Sixty-four RSVP volunteers will serve at Baylor Medical Center at Carrollton, Medical Center of Lewisville,, Texas Health Presbyterian Hospital Denton and Texas Health Presbyterian Hospital Flower Mound welcoming and assisting patients and families,

Performance Measure: 7.1 Other	
Anticipated Output:	OT1: SC1Grantee met their target for community priority activity. (Yes/No)
Target: 1	How Measured: Other
Instrument Description Monthly station logs will be used to assess the goals of each station.	
Anticipated Outcome:	--No outcome selected--
Target:	How Measured:
Instrument Description	

Required Documents

Document Name

Status

